

2495371

Registered provider: Protea Care Limited

Full inspection

Inspected under the social care common inspection framework

Information about this children's home

The home is owned and operated by a private provider. It is registered to care for up to two children with social and emotional difficulties.

The manager registered with Ofsted in November 2022.

Two children were living at the home at the time of the inspection. Both children were spoken to during the inspection.

Inspection dates: 7 and 8 May 2025

Overall experiences and progress of children and young people, taking into account	good
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How well children and young people are helped and protected	good
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The effectiveness of leaders and managers	good
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The children's home provides effective services that meet the requirements for good.

Date of last inspection: 27 August 2024

Overall judgement at last inspection: good

Enforcement action since last inspection: none

Recent inspection history

Inspection date	Inspection type	Inspection judgement
27/08/2024	Full	Good
25/07/2023	Full	Good
04/05/2022	Full	Good
01/06/2021	Full	Good

Inspection judgements

Overall experiences and progress of children and young people: good

Since the last inspection, no children have moved in or out of the home. The two children have benefited from living at the home together for several years.

The staff have positive relationships with children. Staff are enthusiastic, patient and nurturing with children. During the inspection, the children were relaxed, happy and having fun with staff and each other. Children feel loved, valued and understood.

Both children have education places and both have high attendance. One child is working towards their exams and has applied for a local college. Another child has completed a number of AQA qualifications and has positive school reports. Children enjoy education and are making excellent progress.

Children spend valuable time with family members who are important to them. Staff support children with their family time. Staff take time to build trust with the children's families. Parents said that their children are happy and safe. One child has been able to successfully reconnect with her siblings. Families feel assured that their children are receiving good child-centred care.

The children take part in a range of activities, including going swimming and visiting parks and theme parks and cultural festivals. One child is part of a youth club. Both children are looking forward to a holiday at the seaside. Children have enjoyable new experiences.

Staff encourage children to develop independent living skills. One child is encouraged to use public transport and spend some time unsupervised in the community. The child also has a voluntary job in a charity shop. Well-assessed, positive risk-taking enables children to maintain appropriate and important relationships and develop the skills that they will need as they become more independent.

The home is cosy and welcoming and feels like a family home. The children personalise their bedrooms. However, some minor improvements are needed, to refresh paintwork in some communal areas and on the garden fence.

How well children and young people are helped and protected: good

Since the last inspection, there have been no allegations or missing-from-home incidents. Children are safeguarded and feel safe at the home. The manager has ensured that the staff have appropriate training and that they understand safeguarding procedures. The staff are confident and well equipped to manage safeguarding incidents, which helps keep children safe.

Children's behaviour plans provides staff with good guidance on caring for the children. The children's plans focus on positive behaviour reinforcement and include the children's views. Children are developing coping strategies to manage their emotions and behaviour.

Since the last inspection, there has been one use of physical intervention. Staff understand that holding children should only be used as a last resort. They use their positive relationships with the children to avoid unnecessary holds. Staff support children after a hold has been used, and encourage them to manage their feelings safely.

The manager uses a multi-agency approach to safeguard children. One child, who is at risk of being groomed, has done extensive work with staff and an external professional to help educate them to understand and reduce the risks.

Key-work sessions are interactive and of excellent quality. They cover important safety topics including online safety, grooming and personal space. Staff are creative, using role play and scenarios from television series to deliver the key work in an interesting way that children can relate to.

The effectiveness of leaders and managers: good

The manager is knowledgeable and experienced and holds a relevant level 5 qualification. She has high expectations of staff, who are motivated to deliver excellent care for children.

The manager has ensured that the staff have accessed specific training to enable them to meet the children's individual needs. The staff and manager benefit from training from a clinical psychologist. Staff have a relevant level 3 or level 4 diploma or are working towards the qualification within agreed timescales.

Staff said that they feel valued, respected and led by a dedicated manager. One member of staff said, 'She is the best manager I have ever had.' Generally, staff have good-quality and regular supervisions. However, supervision for one member of staff was not held at the required frequency. This could mean that opportunities for development could be missed.

Social workers are happy with the care provided by the manager and staff. Both social workers are impressed with the relationships the manager and staff have with children. However, one said that monthly reports are not consistently sent, which can make it difficult to keep up to date.

The independent person's monthly reports are generally of good quality. However, there has been no consultation with parents or external professionals for several months. This means that external views have rarely been considered by the independent person.

What does the children's home need to do to improve?

Statutory requirement

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person must ensure that an independent person visits the children's home at least once each month. When the independent person is carrying out a visit, the registered person must help the independent person— if they consent, to interview in private such of the children, their parents, relatives and persons working at the home as the independent person requires. (Regulation 44 (1) (2)(a)) In particular, ensure that parents and professionals are regularly consulted.	1 September 2025

Recommendations

- The registered person should ensure that the home is a nurturing environment that meets the needs of the children. In particular, repaint areas of the home that need updating, including areas of the garden. ('Guide to the Children's Homes Regulations, including the quality standards', page 15, paragraph 3.9)
- The registered person should develop the home's working relationships with each child's placing authority. In particular, ensure that monthly reports are shared in a timely way. ('Guide to the Children's Homes Regulations, including the quality standards', page 52, paragraph 10.3)
- The registered person should ensure that staff can access appropriate facilities and resources to support their training needs. In particular, ensure that staff have regular supervisions. ('Guide to the Children's Homes Regulations, including the quality standards', page 53, paragraph 10.11)

Information about this inspection

Inspectors have looked closely at the experiences and progress of children and young people, using the social care common inspection framework. This inspection was carried out under the Care Standards Act 2000 to assess the effectiveness of the service, how it meets the core functions of the service as set out in legislation, and to consider how well it complies with The Children's Homes (England) Regulations 2015 and the 'Guide to the Children's Homes Regulations, including the quality standards'.

Children's home details

Unique reference number: 2495371

Provision sub-type: Children's home

Registered provider: Protea Care Limited

Registered provider address: Howard Roth & Co, 317 Horn Lane, London W3 0BU

Responsible individual: Bon Rogers

Registered manager: Fay Cassidy

Inspector

Amy Miles, Social Care Inspector

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